



ICA Banken

PSD2 API Performance Statistics

For Quarter 4, 2021

Version 0.1

Availability & Performance Digital Channels

Measure	Month	WWW	APP	API
Availability*	October	100%	100%	100%
	November	99,64%	99,64%	98,62%
	December	99,87%	99,87%	99,79%
Average response time payments initiation**	October	1020 MS	1250 MS	683 MS
	November	988 MS	1180 MS	705 MS
	December	936 MS	1130 MS	658 MS
Average response time account information**	October	1140 MS	217 MS	603 MS
	November	1140 MS	202 MS	491 MS
	December	1120 MS	182 MS	489 MS
Error rate payments initiation**	October	0,24%	0,036%	0,01%
	November	0,15%	0,037%	0,28%
	December	0,11%	0,02%	0,07%
Error rate account information**	October	0,56%	0,02%	0,10%
	November	0,26%	0,018%	0,14%
	December	0,095%	0,014%	0,13%

*Availability measures are aggregated for www and app

**Measures are not completely comparable between channels since functionality is split somewhat different

*** Data missing

PSD2 - API statistics – October

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
October 1st	100.0%	605ms	778ms	0.02%	0.00%
October 2nd	100.0%	651ms	703ms	0.01%	0.00%
October 3rd	100.0%	747ms	714ms	0.10%	0.00%
October 4th	100.0%	730ms	739ms	0.35%	0.03%
October 5th	100.0%	665ms	689ms	0.03%	0.00%
October 6th	100.0%	610ms	671ms	0.01%	0.03%
October 7th	100.0%	893ms	679ms	0.20%	0.03%
October 8th	100.0%	662ms	675ms	0.17%	0.00%
October 9th	100.0%	544ms	673ms	0.00%	0.04%
October 10th	100.0%	623ms	700ms	0.01%	0.00%
October 11th	100.0%	699ms	717ms	0.17%	0.00%
October 12th	100.0%	634ms	717ms	0.00%	0.03%
October 13th	100.0%	635ms	685ms	0.00%	0.00%
October 14th	100.0%	644ms	719ms	0.00%	0.00%
October 15th	100.0%	680ms	808ms	0.44%	0.00%

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
October 16th	100.0%	593ms	671ms	0.17%	0.03%
October 17th	100.0%	738ms	686ms	0.00%	0.00%
October 18th	100.0%	676ms	725ms	0.18%	0.02%
October 19th	100.0%	571ms	646ms	0.20%	0.00%
October 20th	100.0%	491ms	605ms	0.25%	0.00%
October 21st	100.0%	592ms	646ms	0.04%	0.00%
October 22nd	100.0%	590ms	667ms	0.14%	0.06%
October 23rd	100.0%	535ms	642ms	0.24%	0.00%
October 24th	100.0%	575ms	627ms	0.19%	0.00%
October 25th	100.0%	544ms	696ms	0.01%	0.03%
October 26th	100.0%	515ms	660ms	0.09%	0.02%
October 27th	100.0%	492ms	643ms	0.09%	0.00%
October 28th	100.0%	507ms	649ms	0.00%	0.03%
October 29th	100.0%	507ms	689ms	0.10%	0.04%
October 30th	100.0%	531ms	636ms	0.03%	0.00%
October 31 st	100.0%	545ms	641ms	0.00%	0.02%

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*** Data missing/no calls

PSD2 - API statistics – November

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
November 1st	100.0%	500ms	651ms	0.13%	0.06%
November 2nd	100.0%	602ms	842ms	0.10%	0.37%
November 3rd	100.0%	527ms	638ms	0.24%	0.11%
November 4th	100.0%	472ms	647ms	0.16%	0.10%
November 5th	99.99%	523ms	653ms	0.04%	0.08%
November 6th	100.0%	486ms	617ms	0.23%	0.00%
November 7th	100.0%	579ms	616ms	0.05%	0.00%
November 8th	100.0%	710ms	641ms	0.08%	0.00%
November 9th	100.0%	488ms	615ms	0.13%	0.00%
November 10th	100.0%	511ms	568ms	0.00%	0.02%
November 11th	100.0%	475ms	594ms	0.02%	0.00%
November 12th	100.0%	480ms	605ms	0.26%	0.03%
November 13th	100.0%	655ms	548ms	0.41%	0.00%
November 14th	100.0%	447ms	541ms	0.12%	0.00%
November 15th	100.0%	487ms	594ms	0.03%	0.05%

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
November 16th	99.98%	569ms	599ms	0.32%	0.07%
November 17th	99.62%	468ms	588ms	0.29%	0.00%
November 18th	100.0%	507ms	624ms	0.12%	0.03%
November 19th	100.0%	439ms	679ms	0.29%	0.08%
November 20th	99.97%	402ms	609ms	0.13%	0.08%
November 21st	100.0%	418ms	584ms	0.12%	0.03%
November 22nd	100.0%	437ms	664ms	0.01%	0.00%
November 23rd	100.0%	424ms	659ms	0.42%	0.06%
November 24th	100.0%	424ms	653ms	0.02%	0.03%
November 25th	100.0%	411ms	627ms	0.13%	0.02%
November 26th	100.0%	427ms	1094ms	0.00%	3.03%
November 27th	100.0%	393ms	680ms	0.20%	1.04%
November 28th	100.0%	434ms	690ms	0.13%	0.16%
November 29th	100.0%	506ms	1432ms	0.06%	0.13%
November 30th	100.0%	501ms	997ms	0.07%	0.07%

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PSD2 - API statistics – December

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
December 1st	100.0%	764ms	641ms	0.26%	0.02%
December 2nd	99.96%	1784ms	637ms	1.86%	0.00%
December 3rd	100.0%	457ms	649ms	0.00%	0.12%
December 4th	100.0%	405ms	578ms	0.21%	0.00%
December 5th	100.0%	397ms	590ms	0.12%	0.04%
December 6th	100.0%	454ms	586ms	0.04%	0.03%
December 7th	100.0%	409ms	579ms	0.04%	0.00%
December 8th	100.0%	445ms	639ms	0.19%	0.00%
December 9th	100.0%	433ms	703ms	0.00%	0.00%
December 10th	100.0%	421ms	633ms	0.06%	0.00%
December 11th	100.0%	400ms	605ms	0.06%	0.00%
December 12th	100.0%	429ms	703ms	0.01%	0.03%
December 13th	100.0%	436ms	647ms	0.07%	0.13%
December 14th	100.0%	446ms	654ms	0.01%	0.00%
December 15th	100.0%	421ms	636ms	0.10%	0.03%

Day	Uptime	Av. response time Accounts	Av. response time Payments	Error response rate Accounts	Error response rate Payments
December 16th	100.0%	423ms	694ms	0.14%	0.03%
December 17th	100.0%	444ms	668ms	0.08%	0.00%
December 18th	100.0%	416ms	636ms	0.08%	0.00%
December 19th	100.0%	404ms	628ms	0.00%	0.00%
December 20th	100.0%	466ms	683ms	0.01%	0.03%
December 21st	100.0%	448ms	620ms	0.01%	0.03%
December 22nd	100.0%	445ms	695ms	0.06%	0.04%
December 23rd	100.0%	439ms	651ms	0.01%	0.02%
December 24th	100.0%	411ms	639ms	0.00%	0.00%
December 25th	100.0%	406ms	759ms	0.05%	0.34%
December 26th	100.0%	409ms	774ms	0.01%	1.03%
December 27th	100.0%	423ms	637ms	0.01%	0.02%
December 28th	100.0%	419ms	683ms	0.02%	0.00%
December 29th	100.0%	430ms	694ms	0.01%	0.04%
December 30th	100.0%	427ms	648ms	0.04%	0.00%
December 31 st	100.0%	401ms	744ms	0.01%	0.00%

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